

GoWake Access Transportation Advisory Board (TAB) Minutes

December 4, 2019 – 9:00-11:30
220 Swinburne St. Raleigh NC, Room 3032

In attendance:

Claudia Garay
Hannah Lundy
Sharon Peterson
Danielle Omori
Sean Lanham
Kennard Coleman
Kevin Wyrach
Treascia Amedee
CJ Loomis
Anita Davis
Akul Nishawala
Charlie Washington
Allyson Faison
Nikki Thompson, public citizen
Mae Freeman

1. Welcome and Introductions

- a. Akul Nishawala has accepted a new position with Wake County, and will no longer be the Board chair
- b. CJ Loomis is the new general manager with the GoWake branch of MV
- c. Kenny Coleman is the new operations specialist for GoWake to oversee FTA and DOT compliance

2. Public Comments

3. SSP Closeout – Anita Davis

- a. SSP is the system safety plan required by DOT. In February 2019, GoWake had a compliance review, and just recently received their closeout letter
- b. Finding: updated with new staff members and agency name
- c. Finding: needs Board approval for plan

4. Community Transportation Subcommittee Update – Anita Davis

- a. A subcommittee for the Human Services Coordinated plan to implement the plan
- b. Trying to determine areas of GoWake that are not serviced by public agencies
- c. Coordinate with ADA committee to ensure that all ADA rules are the same across agencies



Human
Services

Customer Service Ticket Summary

Presented to
Wake County Transportation Program Manager Anita Davis
October FY-20

Intradepartmental data summary compiled by
the *Voice of the Customer* unit.

NOT FOR PUBLICATION



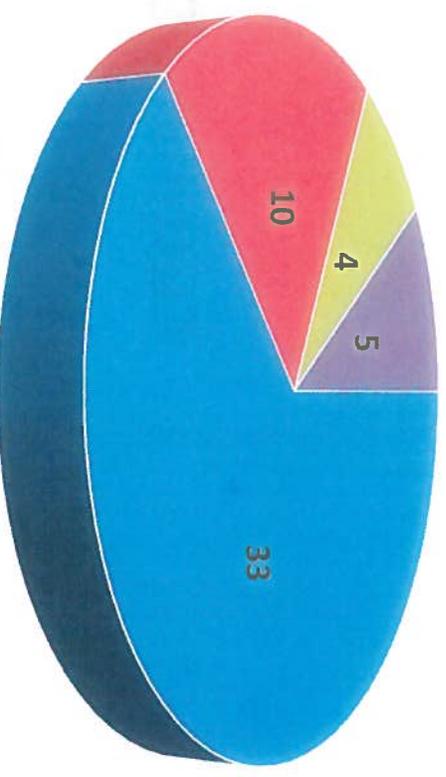
October FY-20



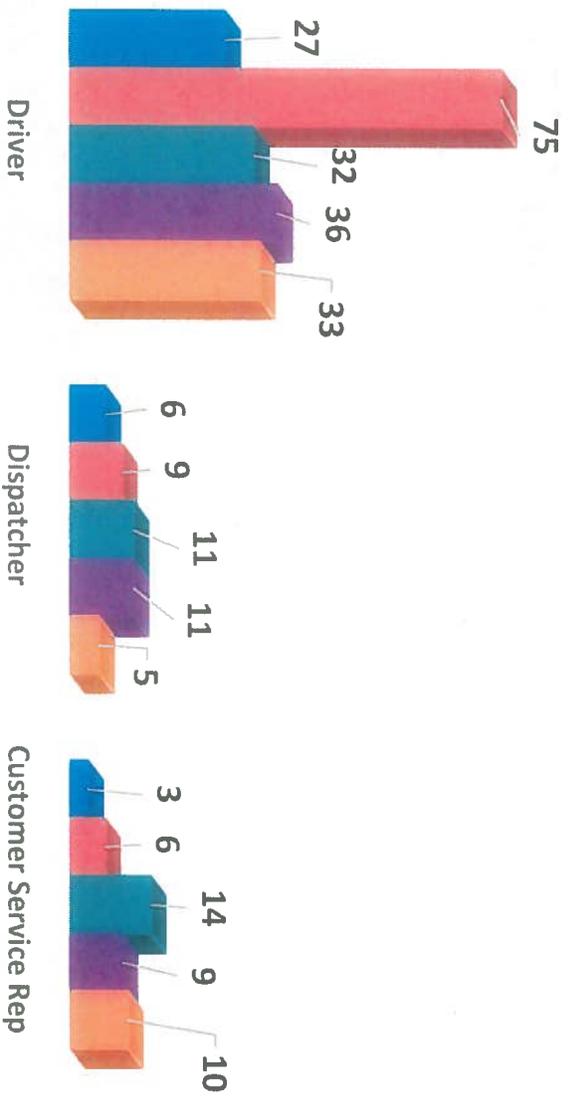
Service Ticket Categories “v” Prior Months

Who was the complaint about?

Ticket	Total
Driver	33
Customer Service Rep	10
Dispatcher	5
Other	4
Vendor Manager	0
GRAND TOTAL	52



From June to October



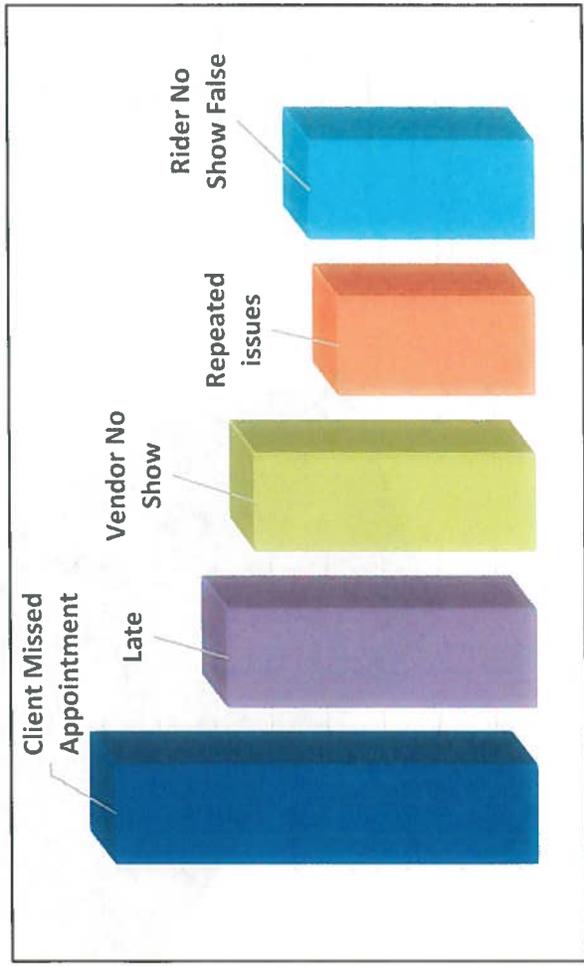
October FY-20



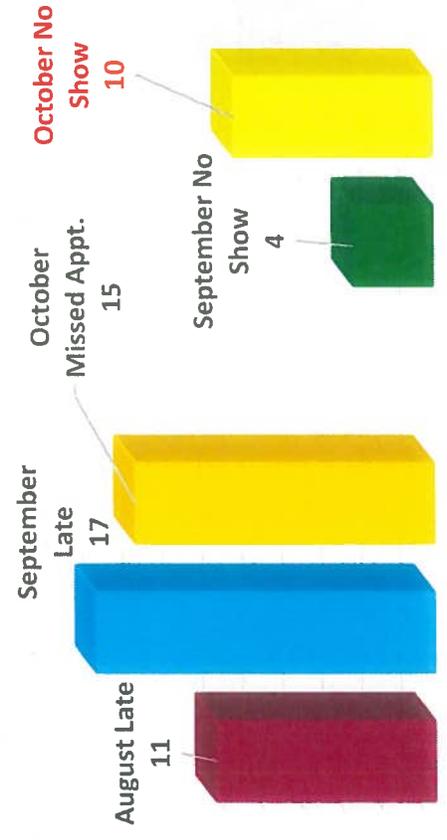
October Service Ticket Sub-Category

"Vendor No Show" has increased from September to October.

October Top Five Categories



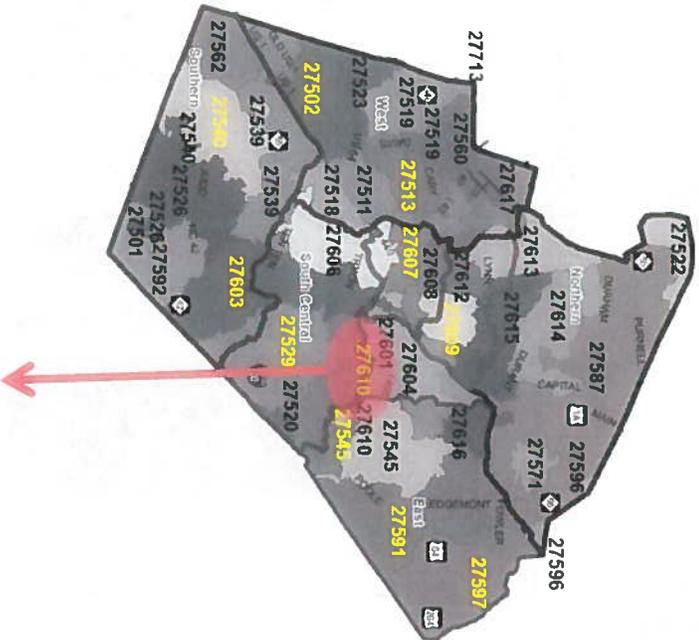
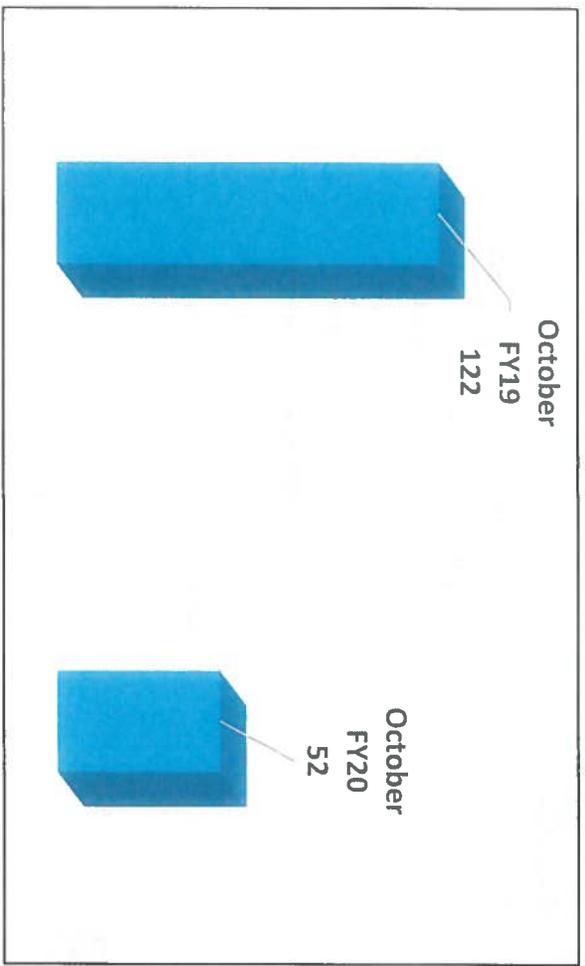
October Reasons of Calls	Number of Incidents
Client Missed Appointment	15
Late	11
Vendor No Show	10
Repeated issues	7
Rider No Show False	8
General Question	7
Driver Customer Service Issue	5
Dispatcher Customer Service Issue	4
Wait Time	3
County Rep Customer Service Issue	3
Early	2
Information and Referral	2
Other (add text in CO note saying "why you chose other")	1
Followup call not given as stated	1
Calls not returned	1
Other Rider Disturbance	1
Safety/Careless Driving	1
Total	82





October Ride by Zip Code for Tickets

27610	27%	27604	4%
27603	13%	27606	2%
27545	10%	27511	2%
27591	8%	27587	2%
27616	6%	27609	2%
27601	6%	27571	2%
27612	4%	27519	2%
27529	4%		
27526	4%		
27597	4%		
27605	2%		



Area 27610 has the most reported tickets in October

October FY-20



October Transportation Tickets “v” Total Rides

VOC tickets are .3% of all trips performed for October. That is a 53% increase from May (38) to October (58).



October FY-20



Questions?

October FY-20

MV Transportation #61 Raleigh, NC

Drug and Alcohol Program Manager Interview

MV Transportation #61 Raleigh, NC

Interview Date: 11/4/2019

MV Transportation #61 Raleigh, NC - Drug and Alcohol Program Manager Interview

Item	Action Date:		Question #:	
1	2/6/2020		29	
	Question:	When a safety-sensitive employee is to be on extended leave (90 or more consecutive days) and will not be performing safety-sensitive functions, how do you handle their placement in the random pool? Do you conduct any testing upon their return and prior to their performance of safety-sensitive functions?		
	Answer:	Employees are removed from the pool and pre-employment testing is conducted upon their return, even after an absence of fewer than 90 days.		
	Supplemental Answer:	DOT pre-employment tests are conducted after an absence of 30 or more days.		
		In response to this audit finding, submit to FTA a statement affirming an understanding of section 655.41(d).		
	FTA Rule Requirement:	Section 655.41(d) states: "When a covered employee or applicant has not performed a safety-sensitive function for 90 consecutive calendar days regardless of the reason, and the employee has not been in the employer's random selection pool during that time, the employer shall ensure that the employee takes a pre-employment drug test with a verified negative result."		

MV Transportation #61 Raleigh, NC - Drug and Alcohol Program Manager Interview

Item	Action Date:		Question #:	
2	2/6/2020		48	
	Question:	How do you ensure that an employee is only subject to random alcohol testing just before, during, or just after the performance of safety-sensitive functions?		
	Answer:	We send employees for alcohol testing whether they are performing a safety-sensitive function or not.		
	Supplemental Answer:	In response to this audit finding, submit to FTA a description of the procedure that has been implemented to ensure compliance with section 655.45(i).		
	FTA Rule Requirement:	Section 655.45(i) states: "A covered employee shall only be randomly tested for alcohol misuse while the employee is performing safety-sensitive functions; just before the employee is to perform safety sensitive functions; or just after the employee has ceased performing such functions. A covered employee may be randomly tested for prohibited drug use anytime while on duty."		

MV Transportation #61 Raleigh, NC - Drug and Alcohol Program Manager Interview

Item	Action Date:		Question #:	
3	2/6/2020		54	
	Question:	After testing is complete, do you maintain copies of the random selection list and the employee roster from which the selections were made?		
	Answer:	No.		

North Carolina Department of Transportation

Supplemental Answer: MV Transportation maintains an end-of-month random testing report, which details the date each employee was tested and lists the employees who were unavailable for testing, as well as alternates used in testing. Being a historical report, though, it does not function as an auditable selection list showing who was originally selected for testing (and whether they were selected for drug testing, alcohol testing, or both).

In response to this audit finding, submit to FTA a description of the steps MV Transportation Corporate has taken to ensure that all selection lists are maintained such that they are readily accessible. In addition, describe the procedure implemented to ensure alternates are clearly identified.

FTA Rule Requirement: Section 655.71(c) states: "The following specific records must be maintained: (1) Records related to the collection process: (ii) Documents relating to the random selection process."

Records Management Interview

MV Transportation #61 Raleigh, NC

Interview Date: 11/4/2019

MV Transportation #61 Raleigh, NC - Records Management Interview

Item Action Date: 2/6/2020 Question #: 26

1

Question: Does the employer conduct FTA post-accident testing after an incident that does not meet an FTA post-accident testing threshold?

Answer: Yes.

Supplemental Answer: In four of seven cases reviewed, the employee was required to submit to post-accident testing under FTA authority after an event occurred in which an FTA-testing threshold was not met (e.g., after a workers' compensation injury).

In response to this audit finding, submit to FTA a statement affirming all relevant personnel (i.e., those who may be called upon to make post-accident testing decisions) have reviewed and understand FTA's definition of an "accident" for the purposes of drug and alcohol testing.

FTA Rule Requirement: Section 655.4 defines an "accident" as "an occurrence associated with the operation of a vehicle, if as a result: (1) An individual dies; or (2) An individual suffers bodily injury and immediately receives medical treatment away from the scene of the accident; or (3) With respect to an occurrence in which the public transportation vehicle involved is a bus, electric bus, van, or automobile, one or more vehicles (including non-FTA funded vehicles) incurs disabling damage as the result of the occurrence and such vehicle or vehicles are transported away from the scene by a tow truck or other vehicle; or (4) With respect to an occurrence in which the public transportation vehicle involved is a rail car, trolley car, trolley bus, or vessel, the public transportation vehicle is removed from operation."

Section 655.17 states: "Before performing a drug or alcohol test under this part, each employer shall notify a covered employee that the test is required by this part. No employer shall falsely represent that a test is administered under this part."

Section 40 states: "As an employer, you must not use the CCF or the ATF in your non-DOT drug and alcohol testing programs. This prohibition includes the use of the DOT forms with references to DOT programs and agencies crossed out."

MV Transportation #61 Raleigh, NC - Records Management Interview

Item Action Date: 2/6/2020 Question #: 27

2

Question: Does the employer conduct FTA post-accident testing after an accident in which the operator has been discounted as a contributing factor?

Answer: Yes.

Supplemental Answer: In three cases reviewed, FTA post-accident testing was required after MV Transportation explicitly documented that its operator's performance was not a factor contributing to the accident.

In response to this audit finding, submit to FTA a statement affirming all relevant personnel have reviewed and understand that FTA testing is not to be performed after a non-fatal accident for which the employee's performance has been completely discounted as a contributing factor, per section 655.44(a)(2), below.

FTA Rule Section 655.44(a)(2) states: "Nonfatal accidents. (i) As soon as practicable following an

Breath Alcohol Technician Interview

MAS Medical

Interview Date: 11/4/2019

MV Transportation #61 Raleigh, NC - Breath Alcohol Technician Interview

Item	Action Date:	2/6/2020	Question #:	14
1	Question:	After a screening test result less than 0.02, does the BAT complete Step 3 of the ATF by signing and dating the certification?		
	Answer:	Other. The BAT checked the "15-minute wait" box ("No") on the ATF.		

Supplemental Answer: This box - either "Yes" or "No" - should only be checked when confirmation testing is necessary (i.e, after a screening result of 0.02 or greater), per the instructions on the back of the DOT ATF.

In response to this audit finding, submit to FTA on MAS Medical letterhead a statement signed by each DOT-qualified BAT certifying they have reviewed and understand the requirement to refrain from checking the "15-minute wait" box outside of circumstances where confirmation testing is required.

FTA Rule Requirement: Section 40.247(a) states: "If the test result is an alcohol concentration of less than 0.02, as the BAT or STT, you must do the following: (1) Sign and date Step 3 of the ATF; and (2) Transmit the result to the DER in a confidential manner, as provided in 40.255."

MV Transportation #61 Raleigh, NC - Breath Alcohol Technician Interview

Item	Action Date:	2/6/2020	Question #:	54
2	Question:	Do you (1) have a current copy of 49 CFR Part 40; and (2) subscribe to the ODAPC list-serve?		
	Answer:	Other. MAS Medical provides its staff a paper copy of the table of contents to Part 40 to help them determine what to look for online within an electronic version of Part 40.		

Supplemental Answer: While this is an adequate method for accessing the regulation, the table of contents used is out of date (2012 version of Part 40).

In response to this audit finding, submit to FTA a statement on MAS Medical letterhead affirming all Part 40 tables of contents have been updated to the current version.

FTA Rule Requirement: Section 40.213 states: "To be permitted to act as a BAT or STT in the DOT alcohol testing program, you must meet each of the requirements of this section: (a) You must be knowledgeable about the alcohol testing procedures in this part and the current DOT guidance. Procedures and guidance are available from ODAPC (Department of Transportation, 1200 New Jersey Avenue SE., Washington, DC 20590, 202-366-3784, or on the ODAPC Web site, <http://www.transportation.gov/odapc>). You must keep current on any changes to these materials. You must subscribe to the ODAPC list-serve at (<https://www.transportation.gov/odapc/get-odapc-email-updates>)."

Urine Collections Interview

MAS Medical

Interview Date: 11/4/2019

MV Transportation #61 Raleigh, NC - Urine Collections Interview

Item Action 2/6/2020 Question #: 36
 Date:

1

Question: Did the collector ensure that, in the privacy enclosure, all sources of clear water have been eliminated or secured?

Answer: Other. Though the tank contained a bluing agent, the water refill tube was unsecured such that the auditor was able to access clear water by activating the refill trigger mechanism.

Supplemental Answer: In response to this audit finding, submit to FTA on MAS Medical letterhead a description of the method that has been implemented to fully prevent donor access to clear water.

FTA Rule Requirement: Section 40.43(b)(1) states that before each collection, the collector must: "Secure any water sources or otherwise make them unavailable to employees (e.g., turn off water inlet, tape handles to prevent opening faucets)."

MV Transportation #61 Raleigh, NC - Urine Collections Interview

Item Action 2/6/2020 Question #: 59
 Date:

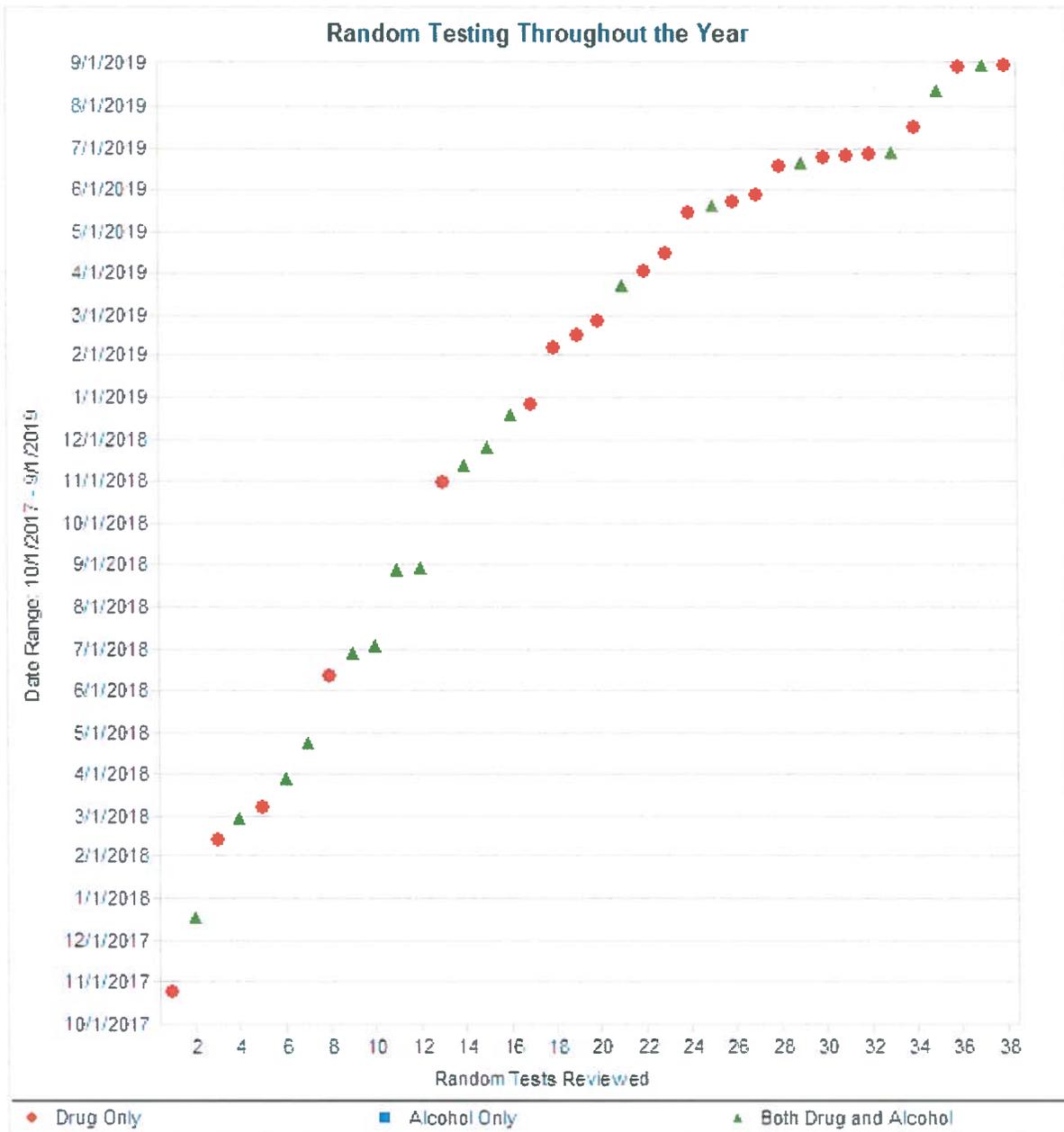
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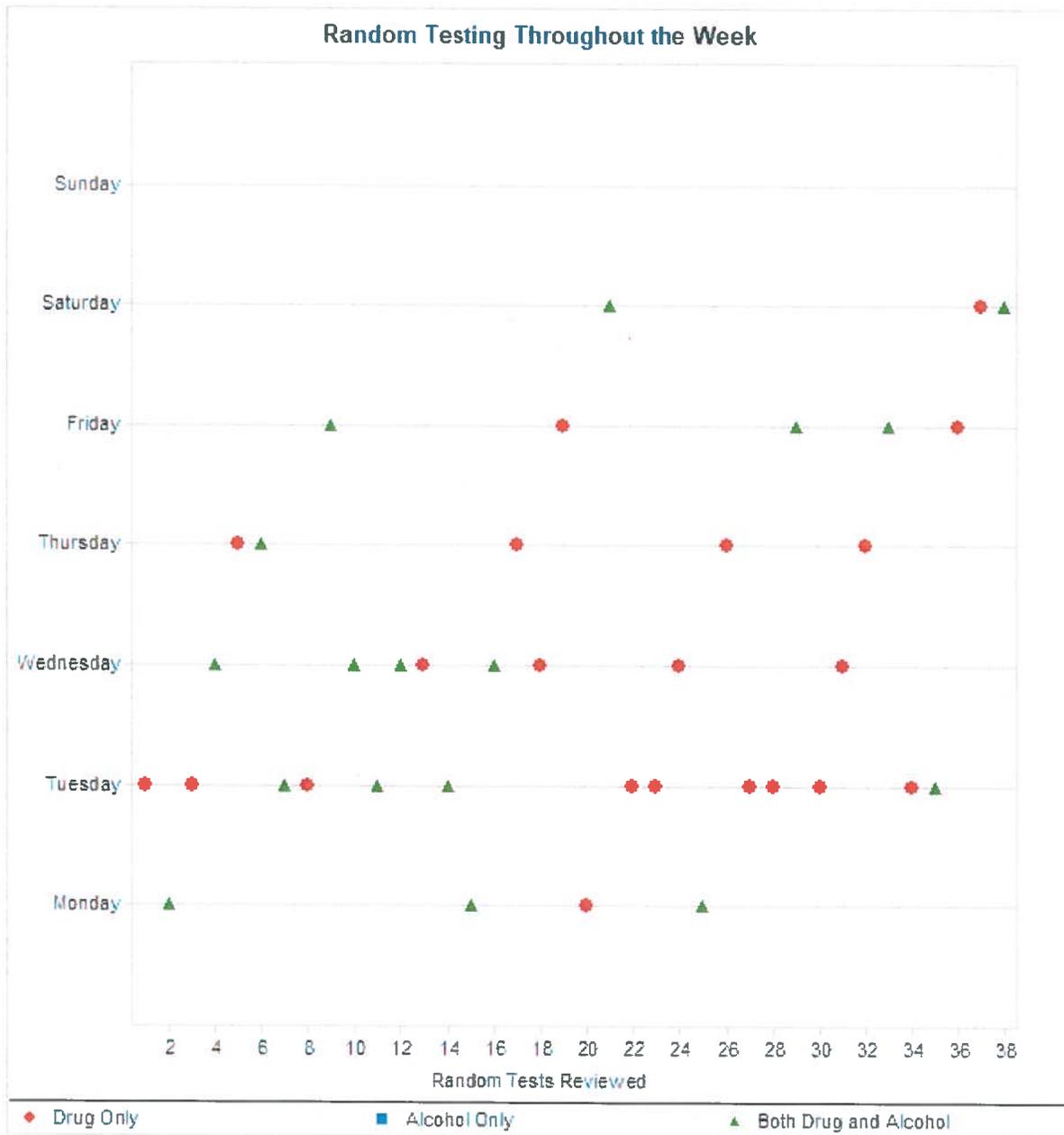
Question: What would you do if you find the employee has material that appears to have been brought with the intent to tamper with the specimen?

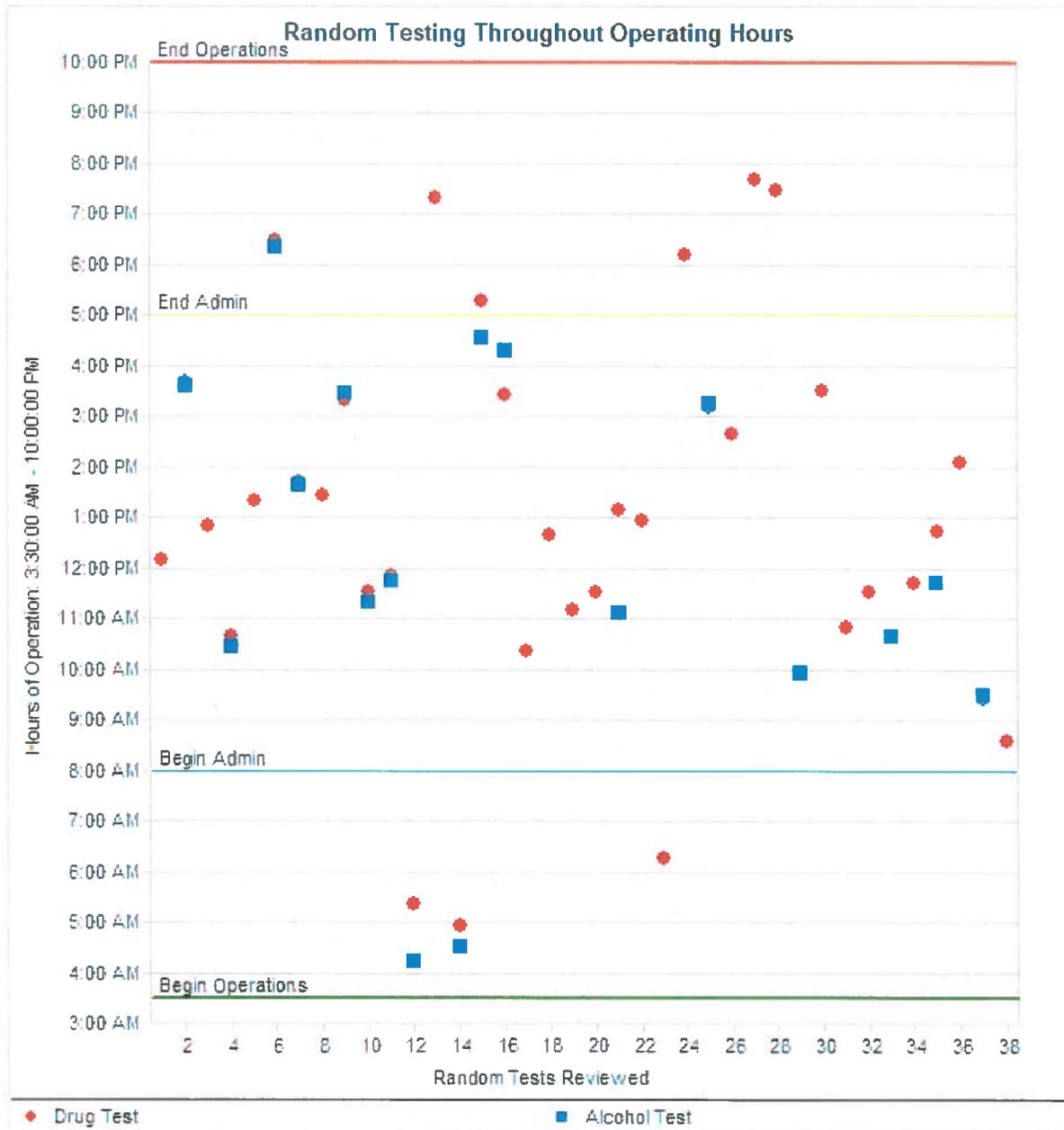
Answer: Secure the items until after the collection is complete.

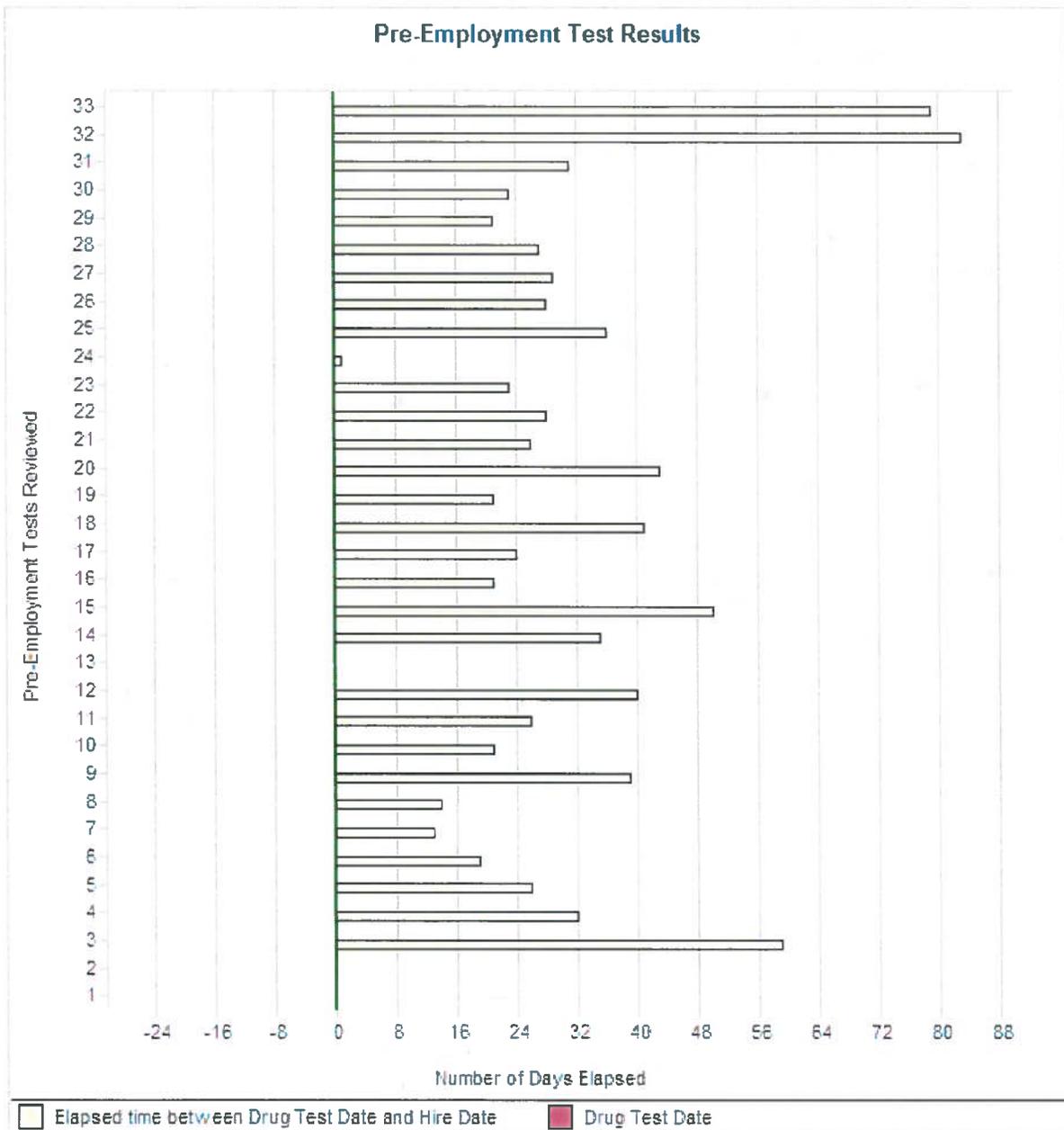
Supplemental Answer: In response to this audit finding, submit to FTA on MAS Medical letterhead a statement signed by each DOT-qualified collector certifying they have reviewed and understand the requirement to immediately conduct directly-observed testing in this case, as required by section 40.61(f)(5), provided below.

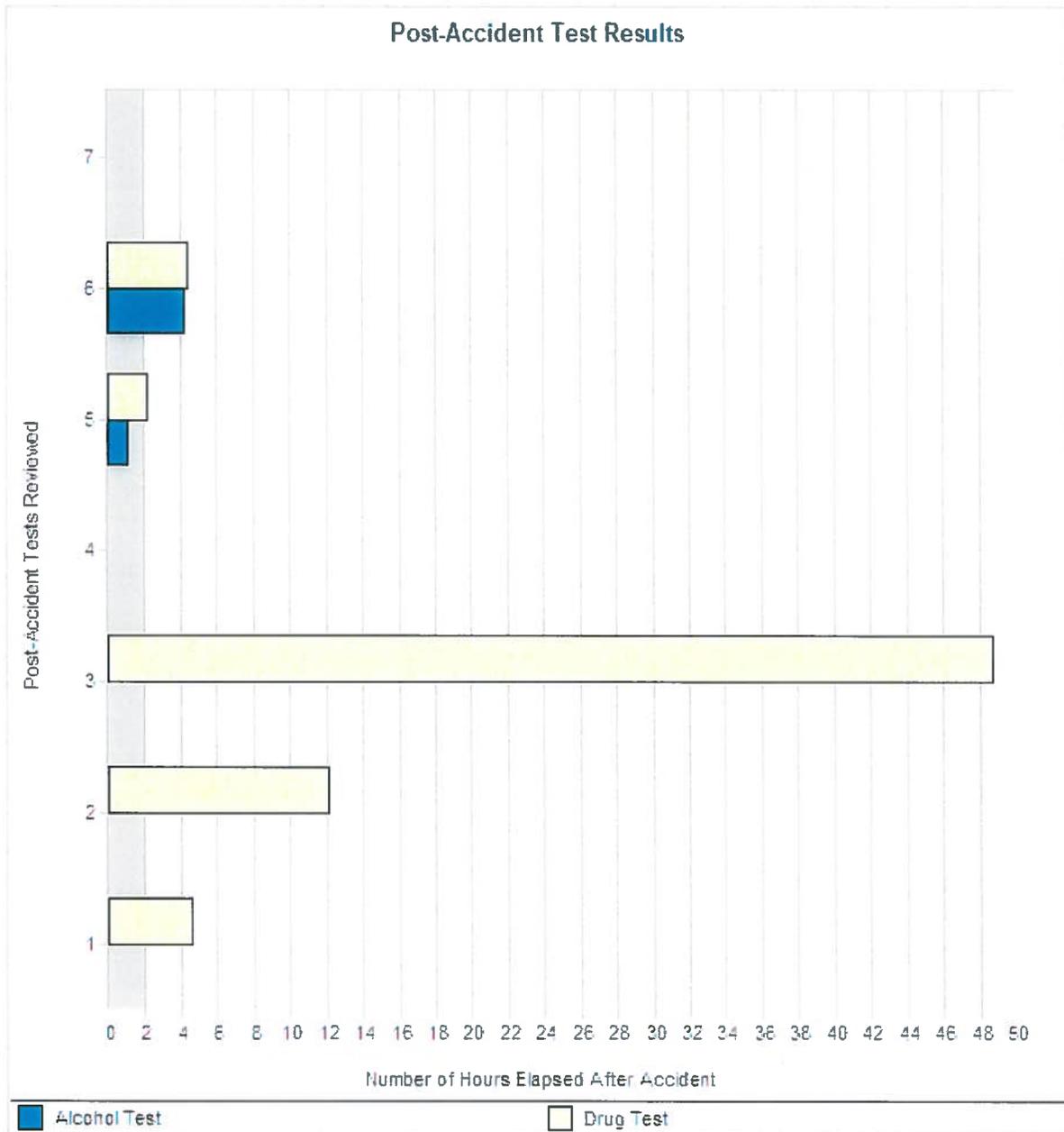
FTA Rule Requirement: Section 40.61(f)(5) states: "If, in your duties under paragraph (f)(4) of this section, you find any material that could be used to tamper with a specimen, you must: (i) Determine if the material appears to be brought to the collection site with the intent to alter the specimen, and, if it is, conduct a directly observed collection using direct observation procedures (see 40.67)."











October	Go Wake
Year Over Year	YEAR TO DATE 2019
TOTAL TRIPS	20,087
REVENUE MILES	257,547
REVENUE HOURS	13,453
PASSENGERS PER REV HOUR	1
REVENUE MILES PER TRIP	13
NO SHOWS	675
NO SHOWS AS % OF TRIPS	3.36%
CANCELS	2,734
CANCELS AS % OF TRIPS	13.61%
TOTAL CANCEL/NO SHOW %	24.69%
ON TIME PERFORMANCE OVERALL	79.80%
AMBULATORY	16,366
WHEELCHAIR	2,157
ATTENDANTS	1,440
GUESTS	124
Nulls	675
Missed Trips	213

GOWAKE ACCESS TRANSPORTATION ADVISORY BOARD - FY20 GENERAL PUBLIC REPORT



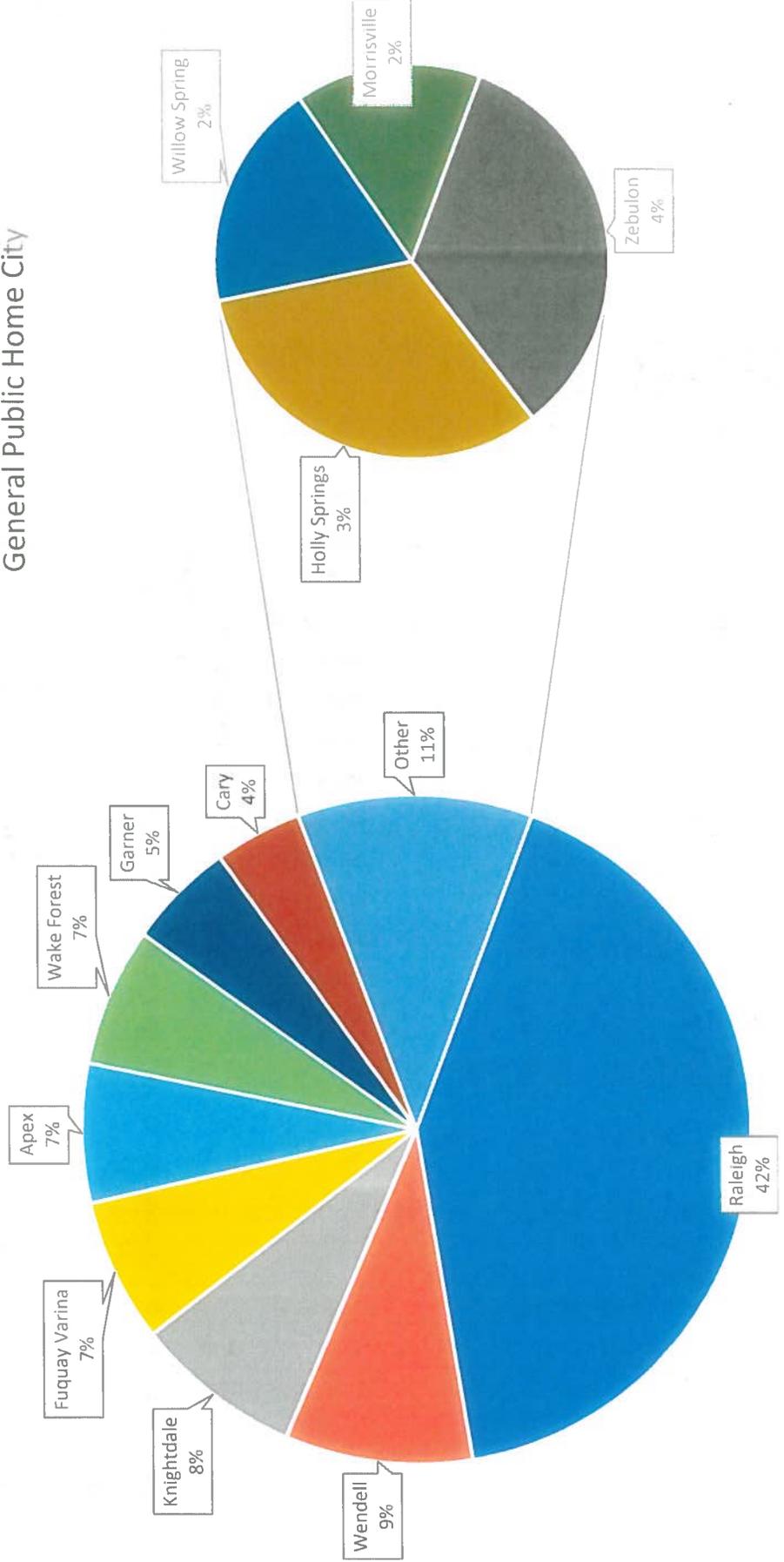
Trips

	July	August	September	October
Overall	3,320	2,034	1,949	3,088
<i>Elderly / Disabled</i>	<i>1,225</i>	<i>811</i>	<i>803</i>	<i>1,236</i>
<i>Rural General Public</i>	<i>1,140</i>	<i>874</i>	<i>824</i>	<i>1,298</i>
<i>Employment</i>	<i>955</i>	<i>349</i>	<i>322</i>	<i>554</i>

Unique Passengers

	July	August	September	October
Overall	285	191	162	261
<i>Elderly or Disabled</i>	<i>132</i>	<i>97</i>	<i>90</i>	<i>122</i>
<i>Rural General Public</i>	<i>168</i>	<i>117</i>	<i>93</i>	<i>132</i>
<i>Employment</i>	<i>77</i>	<i>58</i>	<i>39</i>	<i>51</i>

General Public Home City



General Public EDTAP Trips

Destination City

Origin City	Apex	Cary	Fuquay Varina	Garner	Holly Springs	Knightdale	Morrisville	Raleigh	Rolesville	Wake Forest	Wendell	Zebulon	Grand Total
Apex	140	98	5	0	0	10							253
Cary		35	9		1	0	5						50
Fuquay Varina			12	3	68	18	6	3	19				129
Garner				1	10	2		11					24
Holly Springs				13	17	85							115
Knightdale							1	13	170				184
Morrisville									1				3
Raleigh							1	39	4	44	64	4	869
ROLESVILLE									49	17	0		66
Wake Forest									60	1			73
Wendell									9	48			93
Willow Spring											1		1
Zebulon												12	21
Grand Total	166	207	171	73	6	101	7	1263	17	39	36	3	2089

General Public Employment Trips

Destination City

Origin City	Apex	Cary	Fuquay Varina	Garner	Holly Springs	Knightdale	Morrisville	Raleigh	Rolesville	Wake Forest	Wendell	Zebulon	Grand Total
Apex	24	1	90										118
Cary		21	9	2									118
Fuquay Varina													8
Garner				2	1								3
Holly Springs													1
Knightdale													1
Morrisville													2
Raleigh													16
ROLESVILLE													33
Wake Forest													666
Wendell													33
Willow Spring													30
Zebulon													2
Grand Total	79	128	131	5	11	86	18	759	0	32	1	1	1251

General Public Rural Trips

Destination City

Origin City	Apex	Cary	Durham	Fuquay Varina	Garner	Holly Springs	Knightdale	Morrisville	Raleigh	Rolesville	Wake Forest	Wendell	Willow Spring	Zebulon	Grand Total
Apex	63	43		56	1	5			19						187
Cary		8	6	45		0			5		2				75
Fuquay Varina				4	11	21			5	26					83
Garner				8	25	1			4	43					81
Holly Springs				9	11		38		1	1					62
Knightdale									13						246
Morrisville									40	10					53
New Hill									0						0
Raleigh				66	8		18	14	8	49	6	31	51	1	252
ROLESVILLE										9	18				27
Wake Forest										3	1	94	21	16	256
Wendell										0		40	280	8	433
Willow Spring										1	2		5		168
Youngsville															35
Zebulon														82	83
Grand Total	159	232	1	1336	31	22	187	57	823	47	76	83	3	80	2137

**NORTH CAROLINA DIVISION OF PUBLIC TRANSPORTATION
SYSTEM SAFETY PROGRAM PLAN REVIEW ASSESSMENT
REPORT OF FINDINGS AND CORRECTIVE ACTIONS**



**North Carolina
Department of Transportation
Raleigh, N.C. 27601**

System Name: Wake County Access
Location: 22 Swinburne Road Raleigh, NC 27620
Inspector: Irene Johnson
Date: February 7, 2019
Maintenance Performed By: Wake County Access Maintenance
Lift Maintenance Certified By: Wake Access
Number of Vehicle Maintenance Records Inspected: 20 of
Number of Employees Training Records Inspected: 20 of
Number of Vehicles Inspected: 15
Number of Ride Check - Driver Evaluations Performed: (X) W/ passenger () W/C Lift

Core Element	System Safety Plan	Finding	Deficiency	Review Recommendation:	Implementation Plan of Action(s): The implementation plan should be in sufficient detail to - a. Clearly demonstrate what actions have occurred b. Why actions are not being taken.	Response Date	Date Closed
General	Was the SSP revised to meet the current requirements of NCDOT/PTD as addressed in the Desk Top Review Document? (Reference: FTA C-5300.1, page VI-14, para 1 & 2.)	D	Need Board Approved	SSP need to be updated sign and Approved		December 7, 2019	
General	Are any transportation services contracted?	D	Not annually Approved	SSP need to be updated sign and Approved		December 7, 2019	
General	Is there a process and timeline for reviewing and updating the SSP annually? Was the annual review approved by the Board of Directors or equivalent? (Reference: FTA C-5300.1, page VI-14, para 1 & 2.)	D	Not annually Approved	SSP need to be updated sign and Approved		December 7, 2019	
1	Section 1 Driver/Employee Selection						
1.1	Is there a system in place for monitoring employees' current employment status, licenses, and other driver qualifications? (Reference: 49 CFR, Parts 383 and 391, Records Retention and Disposition Schedule, Standard-15 Personnel Records, Item 29 and 29 CFR 1627.3)	N/D					
1.2	Are driver licenses and CPL, medical cards current for employees who drive transit vehicles out of the state? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators, Memo: May -23, 2014)	N/D					
1.3	Does the driver and employer possess valid copies of the CDL medical certificate? (Reference: 49 CFR, Part 391.41)	N/D					
1.4	Has background and character checks (i.e., criminal history and motor vehicles records) been conducted prior to hiring new safety sensitive employees? (Reference: NCGS 114-19.6 Criminal History Record Check, 49 CFR, Part 391 and TSA/FTA Security and Emergency Management Action Items for Transit Agencies, Management and Accountability)	N/D					

The deficiencies noted above until corrected indicate that your system is non-compliant with NCDOT policies. Corrective action must be taken by the given date to prevent further penalties or termination of your contract.

